

**Virginia Gates Chronology of "Electric Power Issues"**

**Customer Call:** 7/31/06: cus calls to repost voltage problems, 7/31/06: cus calls to report an outage, 7/31/06: cus calls to report a brown out situation for herself & her neighbor and on 8/1/06: cus calls for status to power problem

**ComEd response:** trouble ticket #'s 2049030, 2056114 & 2062022 generated outage #'s 830968: low voltage.....verified outage at breaker. outage # 833026: low voltage at station.....being taken care of at station. station back to normal this evening.

**Customer Call:** 8/14/06: cus calls to report low voltage again.

**ComEd response:** trouble ticket # 2186304: trouble man checked voltage & turned on cap bank # 2011C, given an extra 6 volts to cust, ce ok now voltage measured 120/240.

**Customer Call:** 8/15/06: cus calls to report low voltage again. she farms and wants 3 phase checked.

**ComEd response:** trouble ticket # 2186984: trouble man checked voltage good, 120/244/243 hi-ph. all ce ok. t-man noted:\*cust has added equipment, no cus contact, left door card.

**Customer Call:** 8/16/06: cus calls to report low voltage again.  
8/16/06: cus calls again to report low voltage. has had an electrician who states it's a ComEd problem. has recorder on line never fully put in.

**ComEd response:** trouble ticket # 2189540: trouble man was here 8/15/06 and all voltage was good. trouble ticket # 2191226: capacity planning & engineering already aware of this situation.

SUPERVISOR COMMENTS: PER OCC THIS HAS BEEN ESCALATED TO SHIFT MGR WHO HAS CONTACTED TECHNICAL INVESTIGATION. THEY WILL MAKE SURE THAT MEASURING EQUIPMENT INSTALLED PROPERLY AND WILL VERIFY THAT THE PROPER VOLTAGE IS BEING SUPPLIED BY COMED. IF THIS IS VERIFIED, CUST WOULD NEED TO CONTACT AN ELECTRICIAN. D. RUDDER/OBC/SUP

SUPERVISOR COMMENTS: per supv. D. Rudder, per OCC- shift mgr. issued technical investigation and will be installing capacity banks within 48hrs. If cust. is still experiencing problems late next week, call ceco and we will use plan B to install voltage., re/c1 regulators., re/c1

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**Customer Call:** 8/17/06: ICC COMPLAINT ISSUED BY CUSTOMER: ICC - AR# 45432 (708) 258-3306 Customer is experiencing fluctuating voltage. States she can't use grain driers and she needs the electric fence to keep livestock on property. Would like voltage issue resolved. Please investigate and respond.

**Customer Call:** 8/21/06: cus calls to report: cust cant run farm equip- losing food from slaughter meats/has recorder on line never fully put in.

**ComEd response:** per trouble man, ce ok. proper voltage with & without load box. 127-127V without load box & 126/126V with load box. day od: please contact tom diamond with results in am.

8/25/06: Emergency WO# 05877414 was generated for two 1200 Kvar caps to be installed on Fdr: K-405. Cap bank 566201 1C was installed & put in service on 8/17. Cap bank 536291 1C was installed & put in service on 8/18. Mrs. Gates was notified by DT of this information. Cust states that her electrician said one of the metering C.T. is bad & needs replacing, was told.....by DT that Meter Dept would be notified of this. On 8/21 and OES load boxed service & reported 127/127 vac without load & 126/126 vac with load. Cust was also notified of this information. Vegetation WO# 5418 has been generated to trim tree in front yard where primary runs through it.

**Customer Call:** 9/9/06: cus calls to report: in the pm the dim/bright tested phase & not enough pwr should have 240 -only has 194 on wild leg tested by electrician Lights Bright/Dim

**ComEd response:** trouble man found voltage to be very low, 190V, checked cap south of the area, voltage 127V in manual, put back to auto, voltage 122V, station ok, wrote wo to install regs closer to the problem area, wo# 05896371-01

**NOTE:** THE 800 # DID NOT RECEIVE ANY PHONE CALLS REGARDING VOLTAGE PROBLEMS BETWEEN 9/4/06 & 12/04/06.

**Customer Call:** 12/4/06: cus calls to report: Cus sts the lites have been dimming almost every day since July. An ICC complaint has been issued. LOW VOLTAGE! If any ?'s cal Virginia Gates @ 708-258-3306. Lights Bright/Dim

**ComEd response:** trouble ticket # 277086: trouble man met with cust & measured voltage. trouble man changed all connections at pole (3 sets) feeding house barn & drier, changed connections at barn, conns at house & drier looked good, tested proper voltage 206 on hi leg, 129/129. hi leg dropped to 199 with cust load, cust informed.

**Customer Call:** 12/06/06: cus call: Cus very irate because she has been experiencing low voltage since July - cus req sup cb at 708/516-4765

**ComEd response:** trouble # 2782740: PER OCC SUPERVISOR NEED DIST TESTING TO INSTALL CHART RECORDER===ICC COMPLAINT==MANY CONN REPL LOW VOLTAGE=DQP Lights Bright/Dim

supervisor commts: callbk / cst sts t-man was at location last night, sts transformer my need replacing & unable to run equipment in the afternoon. - per OCC/joanie sts shift mgr is contacting DIST TESTING regarding installation of recorder and to expedite service repairs.

trouble # 2799304 dated 12/15/06: Have OES check customer voltage tonight at 2000 to verify phase swapping has corrected problem. inform DT Chuck Brown at 815-263-0170 of results.

t-man states voltages are as follows: ph to grnd 125V---wild leg ph to gronf was 201V-----need to refer to dt to chuck brown.

**Customer Call:** 12/24/06: cus call to report: virginia gates -7082583306 high voltage is 127-1/2 Lights Bright/Dim

**ComEd response:** trouble # 2817142: all ce ok on arrival...all voltages tested good...cust notified.

***The following information was submitted by Charles Brown of Distribution testing and covers the period from 9/12/06 to the present:***

- 8/25/07 Identified the voltage was low on ...To resolve the problem ComEd installed caps and did some feeder balancing. The enhancement seems to have improved their low voltage problem.
- 9/12/2006 checked voltage 124-206-123 cust notified voltage good
- 10/18/2006 checked voltage 124-199-123 cust notified also chk'd caps good, cust also started equipment (corn dryer) for me.
- 10/26/2006 set monitor because cust was still complaining, monitor showed voltage on the high side, not low cust notified.
- 12/11/06 called cust left message
- 12/12/06 cust called stated that voltage to high. stated had fire in barn.
- 12/12/06 chk'd voltage 128-216-128v spoke to cust Dad informed him that I would chk caps, found cap control malfunctioning stuck in the on position. replace control and rechecked voltage at cust voltage ok cust informed.
- 12/13/2006 called cust Dad He stated equipment was running ok
- 12/14/06 chk'd voltage at cust 122-201-122v
- 12/15/06 called cust Dad he stated cust stated voltage was ok.
- 1/2/07 called cust Dad stated some came out and chk'd voltage good.
- 1/4/07 chk'd voltage at cust 125-211-126v
- 1/10/07 called cust Dad and informed that voltage was good
- 1/16/07 called cust Dad left message informing him that if they still had problems we would have to reset monitor.
- 1/22/07 cust Dad called back informing me that voltage was 126-127 in the house. he stated he would like for us to reset the monitor.
- 1/22/07 reset monitor...I'll be removing monitor Friday 1/26/07, I'll let everyone know what I find.
- 1/26/07: Karen, I will not be removing the monitor until Monday per/ customers request.
- 1/29/07: No, I'll remove it today. The customer wanted to leave it on over the weekend. I did check voltage Friday 122-207-122v.
- 1/30/07: The monitor download info was good avg 122 . I'm going to do balancing ongoing.